



PERSONNEL TECHNICIAN

CHARACTERISTICS OF WORK:

This is personnel work providing specialized assistance to an administrative superior in carrying out a comprehensive personnel management program, either for the State Personnel Board or for an individual state agency operating in accordance with the policies and regulations of the State Personnel Board. Incumbents are responsible for the organization of files, supervision of and/or maintenance of individual personnel records and organization/position records, supervision of and/or preparation and timely submission of forms and data for personnel transactions, conducting classification/compensation studies and surveys and assisting in compiling of subsequent reports, and assisting with other personnel functions such as preparation of job descriptions, composing correspondence, and applicant recruitment and selection procedures. Work is performed under minimum supervision of an administrative superior.

MINIMUM QUALIFICATIONS:

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

EXPERIENCE/EDUCATIONAL REQUIREMENTS:

Experience:

One (1) year experience in a state agency as a Personnel Assistant.

OR

Education:

A Bachelor's Degree from an accredited four-year college or university in personnel management, public administration, or a related field.

OR

Education:

Graduation from a standard four-year high school or equivalent (GED);

AND

Experience:

Four (4) years of experience in work related to described duties.

Substitution Statement:

Related education and related experience may be substituted on an equal basis.

PHYSICAL REQUIREMENTS:

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Sedentary Work: May occasionally walk or stand and/or occasionally move light objects.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Speaking/Hearing: Possesses the ability to give and receive information through speaking and listening skills.

Motor Coordination: While performing the duties of the job, the incumbent is regularly required to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The incumbent is frequently required to sit. The incumbent is occasionally required to walk; stand; and stoop, kneel, crouch, or bend.

COMPETENCIES:

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

PUBLIC SECTOR COMPETENCIES:

Integrity and Honesty: Demonstrates a sense of responsibility and commitment to the public trust through statements and actions.

Models and demonstrates high standards of integrity, trust, openness, and respect for others. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

Work Ethic: Is productive, diligent, conscientious, timely, and loyal.

Conscientiously abides by the rules, regulations, and procedures governing work.

Service Orientation: Demonstrates a commitment to quality public service through statements and actions.

Seeks to understand and meets and/or exceeds the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers.

Accountability: Accepts responsibility for actions and results.

Is productive and carries fair share of the workload. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets. Steadfastly persists in overcoming obstacles and pushes self for results. Maintains necessary attention to

detail to achieve high level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards, and mistakes. Has knowledge of how to perform one's job. Knows the organization's mission and functions and how it fits into state government.

Self Management Skills: Effectively manages emotions and impulses and maintains a positive attitude.

Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works effectively and cooperatively with others to achieve goals. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches. Avoids conflicts of interest. Promotes cooperation and teamwork.

Interpersonal Skills: Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict situations. Encourages others through positive reinforcement.

Communication Skills: Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Receives other cues such as body language in ways that are appropriate to listeners and situations. Takes into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately. May make oral presentations. Communicates ideas, suggestions and concerns, as well as outcomes and progress throughout the process of an activity. Provides thorough and accurate information.

Self-Development: Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills to adapt to changing organizational needs. Remains open to change and new information and ideas.

TECHNICAL COMPETENCIES:

Communication: Shares information in writing or verbally

Concisely and correctly answers questions and/or explains or conveys information to the public, agency, co-workers, management, contractors, vendors and other entities. Asks appropriate questions to gain information needed to assist the public or provide information to the public, agency personnel (e.g., personnel inside agency, outside agency, and other state's agency personnel), or other entities. Participates effectively in meetings, seminars, and training sessions. Presents oral and written information internally or externally using proper grammar, punctuation, and content. Appropriately documents information using tools such as: letters, e-mails, reports, memoranda, bids, proposals, contracts, etc. Communicates information in a courteous manner without invoking anger. Knowledgeably refers issues to appropriate agency or other personnel. Assists in conducting orientation and induction training for new employees.

Workflow Management: Carries out, completes, and follows up on work that is performed.

Schedules and manages workload to achieve goals. Works independently or assists an administrative superior resolving all tasks timely. Researches and finds solutions using all available informational resources. Effectively utilizes resources such as time, computer equipment, supplies, travel, etc. Makes appropriate choices or exercises sound judgment for a variety of circumstances. Exercises appropriate level of professional curiosity based on information obtained. Adapts appropriately to a variety of situations and surroundings.

Professional Maturity: Possesses the capacities and aptitudes acquired by means of personal or professional experience, which enable functions to be fulfilled, and to deal with situations in the workplace in a professional manner.

Is able to assess the situation and appropriately respond. Exhibits the attributes of confidence, assertion, tolerance, patience, and empathy at the appropriate time in stressful or high-pressure situations. Manages conflicts and defuses situations. Knows when to refer an issue to the appropriate level. Aligns personal behavior with agency standards. Continuously assesses work unit for areas of improvements and suggests changes for continuous improvement. Responds appropriately to supervision and administrative decisions. Is able to work under and with authority and accepts decisions. Takes initiative to accomplish stated and unstated goals. Maintains appropriate standards of professionalism and only provides information within authority to provide in area of expertise.

Technical: Is proficient with computers and software applicable to position.

Is proficient in using computer hardware and software to complete assign tasks, meet agency goals, and produce required products. Possesses knowledge of software products which could include but is not limited to the following: Windows, WordPerfect, Word, Excel, QuattroPro and PowerPoint or equivalent.

Personnel: Provides assistance in the functioning of an agency's personnel office.

Maintains individual personnel records, reports, and files. Maintains agency records. Assists a personnel officer in doing studies, surveys, and reports. Assists in the recruitment of applicants for the state agency.

ESSENTIAL FUNCTIONS:

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Organizes and maintains personnel records/files.
2. Prepares and submits forms and data for personnel transactions.
3. Assists in the recruitment and selection process.
4. Assists personnel officers in compiling data and preparing reports for classification, compensation, manpower, training, performance evaluation, and other studies or summaries.
5. Performs designated office functions.

EXAMPLES OF WORK:

Examples of work performed in this classification include, but are not limited to, the following:

Organizes, establishes, and supervises maintenance of personnel files.

Supervises and/or maintains individual personnel records and reports on such matters as hiring, pay, classification, promotion, termination, performance evaluation, training, and retirement.

Conducts classification and compensation studies and surveys; assists personnel officer in compiling subsequent reports.

Supervises and/or maintains functional records such as agency organizational charts, duties and responsibilities of individual positions, and position placement into occupational classes.

Assists in the conduction of orientation and training for new employees.

Assumes responsibility for scheduling of timely submission of forms and data for personnel transactions.

Supervises and/or prepares and submits forms and data for personnel transactions.

Assists in the recruitment of applicants for state employment, review of applications, and selection procedures.

Assists in composing correspondence when requested to do so.

Performs a variety of clerical details relating to personnel transactions.

Interprets personnel regulations and procedures for employees.

Performs related or similar duties as required or assigned.

Processes incoming and outgoing mail.

INTERVIEW REQUIREMENTS:

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.